

Identifying, Understanding, and Communicating

Getting **SMART** About
What We Are Doing for Children

What's so smart about SMART Governing?

- ◆ **S**pecific goals
- ◆ **M**easurable objectives
- ◆ **A**ccountability for results
- ◆ **R**esponsiveness to need
- ◆ **T**ransparency to stakeholders

Goals for Adult Protective Services

- ◆ To initiate investigation of reports of alleged abuse, neglect, and exploitation within 7 days.
- ◆ To conclude investigations of alleged abuse, neglect, and exploitation within 60 days.
- ◆ To avoid institutionalization, reducing Medicaid costs.
- ◆ To achieve the national average caseload standard of 25 open protective service cases per worker.

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The Bottom Line:

Two Kinds of Measurable Objectives

◆ *Cost*

- Unit cost: \$\$ per investigation or \$\$ per client
- Productivity: Cases per worker, or investigations per worker

◆ *Quality*

- Timeliness: % of investigations begun within 7 days
- Results: % of clients entering a nursing home

This is how we measure progress toward goals.

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A SMART Plan addresses 4 questions.

1. Where do we want to go?

- ◆ Focus on your **specific goals**

2. Where are we now?

- ◆ Focus on your **critical issues**

3. How will we get from here to there?

- ◆ Focus on your **strategies for improvement**

4. How will we measure progress along the way?

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SMART Governing goes beyond the plan.

1. Planning.

- ◆ Focus on the four questions

2. Investing.

- ◆ Focus on linking your financial and operating plans

3. Monitoring.

- ◆ Focus on mid-course corrections

4. Communicating.

- ◆ Focus on maintaining good relationships with stakeholders

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